



*The Department of Services
for Children, Youth
and Their Families*

*Division of Youth
Rehabilitative
Services*



Office of the Director

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Standardized Program Evaluation Protocol (SPEP™):

Round # / Baseline Findings: Classification and Quality Report

Organization	Residential Cottages
Location:	Residential Cottages
Program(s):	Trauma and Grief Component therapy for Adolescents (Trauma Group)
Meeting Location:	Conference Call
Person(s) Met With:	Dr. Jacqueline McMichael- Psychologist (PBH) and Tina Walls Family Crisis Therapist Supervisor (PBH)
Date of Meeting:	July 3, 2019
Purpose of Meeting:	Classification / Quality
SPEP™ Range of Service:	September 1, 2019- August 31, 2020

Classification:

On June 13, 2019 an initial unbundling was conducted at the Residential Cottages to review primary and supplemental services provided to juveniles and categorize programs according to the SPEP™ Classification scheme. The services were reviewed by Jerrica Boyer (SPEP™ Specialist II), Lauren Copeland (SPEP™ Specialist II), Melissa Kahn (SPEP™ Specialist I) and Denise Partridge (SPEP™ Specialist I) with Eric McLaurin (Assistant Superintendent), Nikesha Sanders (Program Manager), Sean Waynant (Program Manager), Randy Hill-Haskins (Treatment Specialist Supervisor).

The DYRS Quality Assurance Unit collects monthly data from a report provided by the Residential Cottages for purposes of scoring Round # / Baseline Findings for SPEP™. The report includes risk, dosage and duration of all youth that have discharged from programs during the month. This data will be used with the Service Classification and Quality Rating identified in this report to generate the SPEP™ Rating at the conclusion of the Range of Service.

The following programs merited further review to categorize into the SPEP™ Classification scheme and were rated for Quality of Service Delivery.

Final Classification of Organization:

During this review a detailed description of services was provided by Eric McLaurin, Nikesha Sanders, Randy Hill-Haskins and Sean Waynant to the SPEP™ Specialist(s) to determine which services were therapeutic interventions and warranted further review. Lauren Copeland and Jerrica Boyer conducted interviews with providers and reviewed program materials, curriculum, job qualifications for service delivery, homework and/or pre/post-tests. A Full Program Profile was compiled for all services provided at the Residential Cottages. This information resulted in the services identified herein to be included in the SPEP™ scoring for the range of service.

The Service Rating is determined by the research conducted by the developer of the SPEP™ Scoring tool. (Peabody Research Institute, Vanderbilt University) Therapeutic programs that qualify for SPEP™ are matched to SPEP™ service categories and rated using the SPEP Scoring scheme. Brand-named programs such as Family Functional Therapy, Aggression Replacement Training or Multi-Systemic Therapy are rated using the 80% completion of the program recommended dosage and duration.

Program Name: Trauma Group SPEP™ Service Category: Skill Building

Rating Type: Social Skills

A closed group that all youth participate in 2-3x a week for an hour, over four to five weeks. Sessions are taken from the service manual directly and facilitated by the Family Crisis Therapists Supervisor (PBH). The facilitator is trained by the psychologist in a three day face-to-face training, and participate in quarterly in calls with the Trauma and Grief Component Therapy for Adolescents consultant, these calls serve as booster trainings and response to drift. The sessions focus on psychoeducation on trauma symptoms, responses to trauma, identifying emotions, how trauma affects everyone individually, and coping skills. The sessions do encourage youth to process their emotions and traumatic events, however the main goal of the session is gaining skills to appropriately handle trauma and its affects.

Quality of Service Delivery Ranking and Recommendations:

Quality of Service Delivery for the programs was determined based on an interview(s) conducted with the Lauren Copeland and Jerrica Boyer (SPEP™ Specialists II) and Dr. Jacqueline McMichael and Tina Walls via conference call and review of supporting documents. The Quality of Service Delivery checklist for Protocol, Staff Training, Supervision, Response to Drift and Fidelity Monitoring was provided prior to the meeting and was used by the SPEP™ Specialist(s) to determine the ranking of each service.

The SPEP™ Specialist reviewed supporting documents for each of the Classified Services including service manuals, employee performance evaluation template(s), curriculum, supervision policies, supervision reports, fidelity forms, certifications, drift procedures, and corrective action plans.

The Quality of Service rating was determined through the interview process, verification of reported practices and review of supportive documentation by the SPEP™ Specialist(s). The Quality of Service Delivery ranking was reviewed with Dr. Jacqueline McMichael and Tina Walls on July 18, 2019. The Quality of Service delivery ranking will be verified periodically by the SPEP™ Specialist during the September 1, 2019 to August 31, 2020 period to ensure reported practices of Protocol, Staff Training, Supervision, Response to Drift and Fidelity Monitoring are validated.

Program: Trauma Group /Skill Building

Location(s): Residential Cottages

Quality of Service Delivery Ranking: High

Protocol: TOTAL

- ☐_1_ Written manual/protocol describing service to be delivered (1pt)
- ☐_1_ Describes service broken out by lesson/session (1pt)
- ☐_1_ Identifies target population and risk factors targeted (1pt)
- ☐_1_ Documentation manual is being utilized during service delivery (1pt)
- ☐_1_ Manual/protocol is reviewed and updated regularly (yearly, semi-annually, etc.) (1pt)

Staff Training: TOTAL

- ☐_1_ Minimum Education requirements for those delivering service (1pt)
- ☐_1_ Delivery staff are trained to deliver service (documented) (1pt)
- ☐_1_ Certification is required to deliver service (1pt)
- ☐_1_ Booster trainings or recertification is documented (1pt)
- ☐_1_ Supervisors are also trained to deliver the service (documented) (1pt)

On-Going Staff Supervision: TOTAL

- ☐_1_ Delivery staff are monitored by supervisors on adherence and quality of delivery (1pt)
- ☐_1_ Monitoring is documented (1pt)
- ☐_1_ Monitoring occurs at predetermined timeframes (yearly, semi-annually, etc.) (1pt)
- ☐_1_ Written feedback is provided to those delivering service (1pt)
- ☐_1_ Performance Evaluations are, in part, based on adherence to protocol and an assessment service is being delivered as designed (1pt)

Organizational Response to Drift: TOTAL

- ☐_ Documentation of procedures/policies in place to identify departure from delivery protocol (1pt)
- ☐_ Evidence/documentation of systematic application of these procedures/policies (1pt)
- ☐_ Policy has specific corrective action steps to be taken should there be “drift” in service delivery (1pt)
- ☐_1_ Data is collected including client feedback and peer reviews (1pt)
- ☐_ Effectiveness of service is evaluated and monitored (1pt)

Quality Scoring (associated SPEP points): TOTAL

- ☐☐ Low 0-6 pts (5 SPEP points)
- ☐☐ Medium 7-13 pts (10 SPEP points)
- ☒☒ High 14-20 pts (20 SPEP points)

Narrative: The Quality Ranking associated with Trauma Group ranked HIGH. This service will be rated collectively between all three Cottages. Even though the youth are separated by Cottage, the staff providing the service are well trained to facilitate in the same way. During the data collection period it is suggested that response to drift and corrective action policies be created and implemented.